

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

Title	Administration Assistant
Reports to	Hospitality Manager
Location	Greymouth
Department	Commercial Services
Date	24/08/2026
Salary band (indicative)ⁱ	PSA - Band 4
Children's Worker roleⁱⁱ	No

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

About the role

The primary purpose of the role is to:

To provide effective and timely administrative support to the Hospitality Manager and Hospitality team, ensuring accurate and efficient completion of administrative, financial, payroll, reporting and Meals on Wheels requirements. The role supports the smooth day-to-day operation of the Hospitality service by maintaining accurate records, processing information within required timeframes and providing reliable administrative assistance to the manager and staff.

Key Result Area	Expected Outcomes / Performance Indicators
Provide consistent and reliable administrative support.	- Administrative tasks are completed accurately, efficiently and within agreed deadlines. - Monthly spreadsheets, reports and data are maintained accurately and are available when required. - Payroll information is complete, accurate and submitted within required timeframes. - Purchase orders, invoices and credit notes are processed promptly and correctly, with appropriate supporting documentation.

Meals on Wheels Administration	Meals on Wheels administration is maintained accurately, ensuring orders, records, invoicing and reporting requirements are completed within required timeframes.
Financial	- Financial and administrative records are well organised, current and readily accessible. - Errors, discrepancies and outstanding information are identified and followed up promptly.
Support the Hospitality Manager with routine reporting, data collection, correspondence and other administrative requirements.	- The Hospitality Manager has timely and accurate administrative information to support operational and financial decision-making. - Staff, suppliers and other stakeholders receive a professional, responsive and helpful administrative service. - Confidential information is handled appropriately and in accordance with organisational policies and requirements.

Key Result Area	Expected Outcomes / Performance Indicators
Access and Outcomes	- Supports efforts to improve access to services and achieve better outcomes for the communities we serve. - Uses evidence and insights to identify barriers and opportunities for improvement. - Contributes to inclusive, responsive, and effective service delivery.
Te Tiriti o Waitangi	- Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. - Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. - Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.
Health & safety	- Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. - Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. - Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	- Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. - Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. - Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.

Matters which must be referred to your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.
- [Significant discrepancies or errors identified in payroll, financial records, invoices, purchase orders or reporting information.
- Complaints or concerns from staff, patients, customers, suppliers or members of the public that require management intervention.
- Any matter where the Administration Assistant is unsure of the appropriate action or authority to proceed.

Relationships

External	Internal
Meals on Wheels Recipients and Drivers • Health NZ Staff • Health NZ Suppliers • Red Cross	• Charge Nurse Managers • Dietitians & Speech Language Therapists • Finance Team • WellFood and ES Team

About you – to succeed in this role

You will have

Essential:

- Previous experience in an administrative role, preferably within a large or complex organisation.
- Demonstrated experience and confidence using **Microsoft Excel, Word and Outlook**.
- Advanced or intermediate Excel skills, including the ability to create and use **formulas, functions and data tools** to analyse and manage information.

You will be able to

Essential:

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.
- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.
- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate.
- Ability to manipulate, collate and analyse data and present information in a clear and easy-to-understand format.

- Strong attention to detail and a high level of accuracy when entering, checking and reporting information.
- Experience processing financial and administrative information, including purchase orders, invoices and credit notes.
- Ability to maintain accurate records and meet regular reporting and processing deadlines.
- Strong organisational and time-management skills, with the ability to prioritise competing administrative tasks.
- Excellent written and verbal communication skills.
- Ability to work independently while also contributing effectively as part of a team.
- Ability to handle confidential and sensitive information appropriately.
- A proactive approach to identifying errors, resolving issues and following up outstanding information.
-

Desired:

- Previous experience working in a healthcare, hospitality, food service or other large service-based environment.
- Experience providing administrative support to a manager or operational team.
- Experience with payroll administration, timesheets or staff attendance information.
- Experience with purchasing and financial processes, including purchase orders, invoices, and credit notes
-

ⁱ Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

ⁱⁱ The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.